

Deborah.Easterling

238688

From: Deborah.Easterling
Sent: Tuesday, August 28, 2012 4:03 PM
To: 'Nancy Rouisse'
Subject: RE: Protest_Letter

Dear Ms. Rouisse,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant
-----Original Message-----

From: Nancy Rouisse [<mailto:nancy@scheercpa.com>]
Sent: Tuesday, August 28, 2012 3:42 PM
To: PSC_Contact
Subject: Protest_Letter

Protest_Letter

The attached file is the filled-out form. Please open it to review the data.

IR 11-11-13

MAIL/DMS



* Required Fields

Letter of Protest

Print

Email

Date: * August 28, 2012

in Docket 2012 - 177 - WS

Protestant Information:

Name * Nancy Rouisse

Mailing Address * 10011 Cuyo Court

City, State Zip * Tega Cay, SC 29708 Phone * 803-802-0475

E-mail

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a resident of Tega Cay and a customer of Utilities, Inc for water and sewer.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

The proposed rate increases are OUTRAGEOUS. I am new to the area. My monthly bill here is approximately the same as my previous locations quarterly bill for approximately the same water usage. I have needed service only once when I had a water main break. It was on my property and I knew it was my responsibility. I called to have someone come to shut off the water. The man I spoke to was NOT enthusiastic about coming and it would take him over an hour to get to my house, so he suggested I shut it off myself. I was home alone at the time and unsure I had the strength to do it. I went out and tried and could not get it turned off. A man out walking his dog did it for me. So the "service" was no service at all. I understand that there has been several rate increases recently with no improvements made by Utilities, Inc until they were REQUIRED to invest in Tega Cay due to a regulatory consent order.

Please do not allow this irresponsible company to have another rate increase.

3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? *

No